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ABSTRACT

The Maryland State Library Network exists to provide Maryland residents with rapid, easy access to information, materials, and services from any available information source. The network comprises a variety of formal and informal programs and activities; and it is supported by state, federal, and some local funds. The network facilitates interlibrary loan and other forms of resource sharing among Maryland libraries of all types. There are more than 450 member libraries, including academic, public, school, and special libraries. Services are provided by telephone, electronically, in person, by physical delivery, through protocols and policies, and by knowledgeable staff. This report describes the following items: (1) the State Library Network; (2) agent institutions; (3) tools and delivery systems; (4) mechanisms of support; and (5) vendors (suppliers of databases and database products). (SLD)

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THE MARYLAND STATE LIBRARY NETWORK

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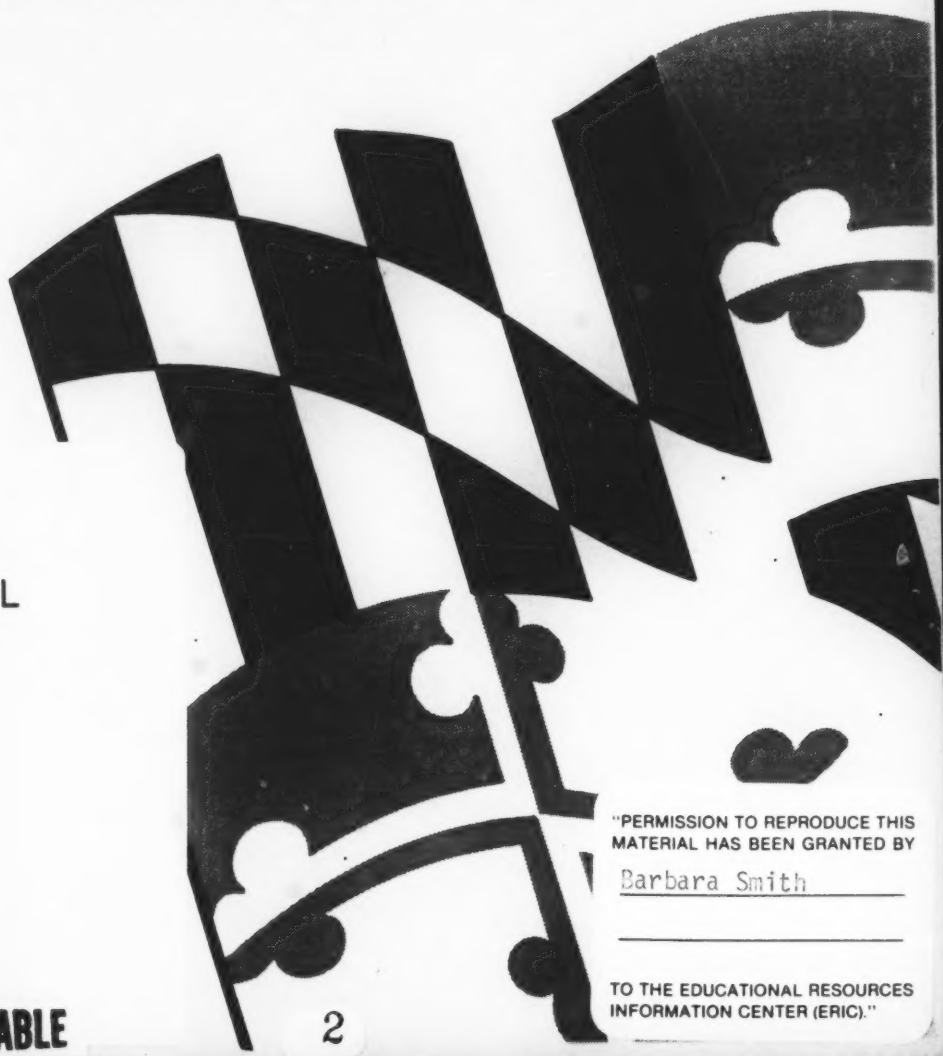
Who we are, What we do, How we do it, And for Whom.

A PORTRAIT OF THE NETWORK



PREPARED BY:
THE STATE LIBRARY NETWORK COORDINATING COUNCIL

ISSUED BY:
DIVISION OF LIBRARY DEVELOPMENT AND SERVICES
200 West Baltimore Street
Baltimore, MD 21201

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NOVEMBER, 1990

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THE MARYLAND STATE LIBRARY NETWORK:

WHO WE ARE,

WHAT WE DO,

HOW WE DO IT,

AND FOR WHOM?

A portrait of the Network

prepared by:

The State Library Network Coordinating Council

issued by:

Division of Library Development and Services
200 West Baltimore Street
Baltimore, MD 21201

November 1990

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INTRODUCTION

The purpose of the State Library Network is to provide the residents of Maryland with rapid, easy access to information, materials, and services from any available information source.

The State Library Network comprises a variety of formal and informal programs and activities. It is supported by state, federal, and some local funds. Its work is accomplished in person, by telephone, electronically, by U.S. Mail, and a van delivery service. Supporting each of these components are people whose work is in whole or in part assigned to Network activities.

This document describes each of the Network components, providing answers to the questions: What does it do now? Who does it now? For whom is it done? How is it done? It provides a comprehensive picture of the Network as it currently operates.

It has been prepared by the Network Coordinating Council to describe the Network as it now is so that the Council, working with the Maryland library community, can prepare and implement effective plans for the Network's future development. The Network is at the point in its growth that some important decisions have to be made. Among them are:

- The physical delivery system is nearly over-extended, and it does not serve many libraries that want or could use the service. It is also costly to operate. What options are available to improve and expand the service?

- MICROCAT/ULPM is now available online, on CD-ROM, and on microfiche. As it gets larger and as technology changes, in what formats should it be issued? Should the CD be issued more than once a year? How would it be funded?

- Effective, inexpensive, reliable telecommunication statewide is essential now that libraries rely heavily on FAX, online searching of distant databases, and other forms of electronic resource sharing and communication. What is the status of telecommunication in the state and how can the library community press for enhancements?

- How can the Network continue to provide services and incorporate new technological capabilities during a period of economic decline?

- How can Maryland residents be made aware of State Library Network services available through their local libraries?

This document was undertaken to fulfill one of the objectives in Toward the Year 2000, the strategic plan for the State Library Network. Objective 1.2 states: The State Library Network Coordinating Council will complete a report defining the responsibilities of each Network component. The document will serve as the basis for many of the remaining goals and objectives called for in the plan.

The members of the Coordinating Council created the document. The Council approved it on November 7, 1990, for dissemination to all libraries in the Network.

STATE LIBRARY NETWORK COORDINATING COUNCIL

NAME	TERM OF OFFICE	REPRESENTS
George Sands, CHAIR	**1990-91**	
Jo Ann Pinder	1990-91	State Library Resource Center
Paula Miller	1990-92	Eastern Shore Regional Library
Katharine Hurrey	1990-92	Southern Maryland Regional Library Association
Mary Mallery	1990-92	Western Maryland Public Libraries
Marvin Thomas	1990-92	Cooperating Libraries of Central Maryland
William Newman	1990-91	University of Maryland System library directors
Sr. Ian Stewart	1990-91	Maryland Independent College and University Association library directors
Nancy Nuell	1990-91	Maryland's community college library directors
Thea Jones	1990-91	Maryland's school library media supervisors
Ruth Mewborn	1990-91	State insitutions' libraries
Anne Marie Paranac	1990-91	Special Libraries Association, Baltimore Chapter
Regina Dunn	1990-92	Citizens for Maryland Libraries
Dennis Pelletier	1990-92	Trustees Division, Maryland Library Association
Claude Walston	1990-92	Maryland Advisory Council on Libraries

Ex-officio voting:

Anna Curry	Enoch Pratt Free Library
Maurice Travillian	Division of Library Development and Services

Ex-officio non-voting:

Chief, State Network Services	Enoch Pratt Free Library
Sue Baughman	Division of Library Development and Services

Staff:

Barbara G. Smith	Division of Library Development and Services

The Council year is July 1 - June 30.

STATE LIBRARY NETWORK ACRONYMS AND ABBREVIATIONS

This list defines the acronyms and abbreviations used in this document, plus a number for associations that provide "networking" opportunities for their members and participants.

AIMS	Association of Indedpendent Maryland Schools
BARLIE	Baltimore Area Reference Librarians Information Exchange
BCC	Bibliographic Control Center (Enoch Pratt Free Library), responsible for maintaining MICROCAT/ ULPM online in MILNET and the production of the new editions on microfiche and CD-ROM
CALD	Congress of Academic Library Directors
CAPCON	regional OCLC network based in Washington, DC
CD, CD-ROM	compact disc read-only memory. Usually an electronic information source. MICROCAT/ULPM is on CD.
CLCM	Cooperating Libraries of Central Maryland
CLOM	Cooperating Libraries of Outer Maryland (the directors of the three RLRC's)
CML	Citizens for Maryland Libraries
DIALOG	commercial online database which has information, text and bibliographic indexes online
DLDS	Division of Library Development and Services (Maryland State Department of Education)
ESRL	Eastern Shore Regional Library, an RLRC
FAX	telefacsimile, a method to transmit text across telephone lines
FEDLINK	regional OCLC network serving Federal libraries nationawide
GRS	Government Reference Service, an information service for Maryland state government agencies. One of the SLRC programs.
ILL	interlibrary loan
INTERNET	telecommunication "backbone" connecting libraries and research facilities nationwide through linking a series of smaller, regional networks
LBPH	Library for the Blind and Physically Handicapped
LATP	Library Associate Training Program, an LSCA-funded program administered by CLCM
LSCA	Library Services and Construction Act, which makes federal funds available to states for public library services and programs, as well as funds for library networking projects.
MACL	Maryland Advisory Council on Libraries
MACDC	Metropolitan Area Collection Development Consortium
MAILL	Maryland Interlibrary Loan
MAPLA	Maryland Association of Public Library Administrators

MARC	Machine-Readable Cataloging, the national standard for putting bibliographic records into machine-readable form
MCEN	Maryland Continuing Education Network
MEMO	Maryland Educational Media Organization (school library media specialists)
MHEC	Maryland Higher Education Commisstion
MICROCAT	Statewide union database that contains bibliographic records and library holdings for books, AV materials, and other kinds of materials except serials
MICUA	Maryland Independent Colleges and Universities Assn.
MILNET	Maryland's online resource sharing system, on which MICROCAT and ULPM reside
MILO	Maryland Interlibrary Organization (Enoch Pratt Free Library) is the center of interlibrary loan activity in the state, including filling/ referring ILL requests, training in effective use of the Network, establishing and documenting loan procedures and protocols.
MLA	Maryland Library Association
MOUG	Maryland Online Users Group
NCC	Network Coordinating Council, the representative group that oversees the development of the State Library Network. It is appointed by the Maryland Advisory Council on Libraries.
OCLC	Online Computer Library Center, a large bibliographic utility which supports cataloging, interlibrary loan, and other library services worldwide
PALINET	regional OCLC network based in Philadelphia
PRLC	Pittsburgh Regional Library Center, an OCLC regional network
RLRC	regional library resource center, of which there are three in Eastern, Southern and Western Maryland. The RLRC's broker ILL's, provide training, do consulting and other services for the libraries they serve.
RUMP	Really Unusual Management People, the administrators of CLCM's public libraries
SLA	Special Library Association
SLRC	State Library Resource Center (Enoch Pratt Free Library)
SMRLA	Southern Maryland Regional Library Association (an RLRC)
ULPM	Union List of Periodicals in Maryland, the statewide union list of serial records and library holdings
UM (System)	University of Maryland
UMCP	University of Maryland, College Park
WMPL	Western Maryland Public Libraries, an RLRC

STATE LIBRARY NETWORK

What does it do now?

Facilitates interlibrary loan and other forms of resource sharing among Maryland libraries of all types.

According to the Mission Statement in the strategic plan, Toward the Year 2000:

> The Maryland State Library Network will provide the residents of Maryland with rapid, easy access to information, materials, and services from any available source.

Who does it?

450+ Maryland libraries, including academic, public, school and special libraries.

For whom is it done?

For Maryland's libraries and the residents they serve.

How is it done?

- by telephone
- electronically
- by physical delivery (mail, UPS, van delivery)
- in person
- through protocols and policies
- by knowledgeable staff
- with state and federal funds
- developing according to Toward the Year 2000
- guided by the Network Coordinating Council

PARTICIPATING INSTITUTIONS

These are the libraries and brokers that are the heart of the State Library Network.

BACKUP REFERRAL LIBRARIES

What do they do now?

Designated backup referral libraries are reimbursed for making interlibrary loans to Maryland libraries from their extensive, specialized collections.

Who does it now?

The four designated backup referral libraries are:

University of Maryland at College Park
Health Sciences Library, University of Maryland at Baltimore
Welch Medical Library, Johns Hopkins University
Eisenhower Library, Johns Hopkins University

The Division of Library Development and Services administers the state funds that UMCP receives. Enoch Pratt Free Library administers the LSCA Title III funds that Welch, Eisenhower and Health Sciences receive.

For whom is it done?

All libraries participating in the Network on behalf of their users.

How is it done?

Each of the four libraries is reimbursed for ILLs they fill on behalf of the Network. UMCP receives an annual amount from the state via the State Department of Education's budget. The other libraries are reimbursed according to a formula through LSCA Title III funds administered by Enoch Pratt Free Library.

ILL transactions are handled through MILNET (with UMCP), via OCLC, FAX, and MILO request forms. MILO dials into the online system at Health Sciences to verify the availability of items. ILL's are delivered via FAX, the delivery system, and by mail.

BORROWING/LENDING LIBRARIES

What do they do now?

- Respond to requests from other Network participants based on local policies.
- Request materials and information from other Network libraries.
- Assume responsibility for returning materials to the lending library.
- Provide staff support for the interlibrary loan function in their libraries.

Who does it?

The primary Network lenders are the 100 MICROCAT/ULPM union list contributors. Except for the four designated backup referral libraries, these libraries do not receive compensation for their lending.

Virtually all participants are borrowers, with wide variations in the amount borrowed. There are more net borrowers in the Network than net lenders.

For whom is it done?

Libraries borrow for their customers and lend to any Network participants.

How is it done?

Requests are made and filled by FAX, MILNET, telephone, mail, delivery service, OCLC, and by other means. Specific protocols and policies are established by the Network as a whole, and there are local protocols and arrangements, too. Libraries in Western, Southern, and Eastern Maryland generally go through their regional library resource centers, which broker the requests into the Network.

REGIONAL LIBRARY RESOURCE CENTERS

What do they do now?

- Make interlibrary loans of books and materials, including brokering requests into the Network.
- Supply collections and exhibits of specialized materials.
- Provide consultant services.
- Organize inservice training for library staff.
- Develop and operate cooperative services among libraries.
- Work with school and academic libraries in the area.

Who does it?

- Regional library staff handle the RLRC's daily work.
- Advisory boards approve RLRC policies, the annual program plan, and budget changes during the fiscal year.
- DLDS administers funding, participates ex officio on advisory boards, and facilitates annual evaluation and planning meetings.

For whom is it done?

1. For public libraries in each area; service to other kinds of libraries varies by degree among the RLRCs.
2. Western and Eastern regional libraries are directly accessible to public at their host libraries. Southern Maryland is accessible by appointment.

How is it done?

The RLRC's provide direct and indirect services such as consulting, inservice and continuing education, interlibrary loan to all types of libraries in their area, backup reference services, cooperative purchasing, cooperative project management, brokering of requests into the Network.

STATE LIBRARY RESOURCE CENTER

What does it do now?

- Brokers and fills ILL requests for any Maryland library (MILO).
- Maintains, develops and provides access to large collection of materials available to the state.
- Manages MICROCAT/ULPM, MILNET (Bibliographic Control Center).
- Trains in SLRC services.
- Responsible for Network procedures (i.e., Network ILL protocols, routine operations of the Network, MILO manual).
- Facilitates a FAX group, including protocols and directory.
- Delivery system.
  - Baltimore City route (Pratt + some libraries in the city).
  - Hub for the connection of other delivery systems.
- Provides support library services to Executive Branch of state government through Government Reference Service.
- AV Department provides backup services statewide.
- Night Owl telephone reference service.
- Provides specialized reference services from subject depts.
- Consultant services.
- Operates State Publications Distribution and Depository Program.

Who does it?

- SLRC staff.
- Anna Curry (Pratt director) has overall responsibility.
- SLRC Advisory Committee has an overseer role.
- Funding comes through DLDS's Network budget; DLDS is involved in planning and evaluation processes.

For whom is it done?

- All Network-participating libraries and their users (in person, by phone, through MILO)
- State government agencies

How is it done?

Using its annual program plan, SLRC staff provide services as outlined above. SLRC funding comes primarily from the state via the State Dept. of Education's budget. Other funding sources include LSCA Title III (for MICROCAT/ULPM-related activities) and LSCA Title I for Night Owl. City funding partially supports the Pratt Central departments and administration. SLRC staff prepare and issue several directories and manuals that support statewide ILL. These include the SLRC Manual, FAX Directory, and AV Catalog.

AGENT INSTITUTIONS

These are the support agencies and advisory councils that make policy for and give direction to the State Library Network.

ADVISORY COUNCILS

What does it do now?

SLRC and each of the RLRC's have advisory councils. They:

- accept annual program plans
- confirm the budget and any changes during the year
- initiate/confirm policies and procedures used by the resource center
- participate in annual program planning and evaluation

Who does it?

The councils are comprised of representatives from the constituent libraries. The RLRC's Council's include trustees. DLDS serves an ex officio capacity on each Council. DLDS appoints the SLRC Advisory Council.

For whom is it done?

The Advisory Councils work on behalf of the libraries served by the resource center, on behalf of their users.

How is it done?

The Advisory Councils meet regularly throughout the year. Subcommittees are appointed as appropriate, i.e., the planning committee which works on the annual program plan.

DIVISION OF LIBRARY DEVELOPMENT AND SERVICES

What does it do now?

- Administers statewide Network funds
  - Monitors programs
  - Facilitates annual program planning and evaluation for RLRC's, SLRC, CLCM
- Administers LSCA program.
- School Library Media Services Branch helps implement standards statewide.
- Library of the Blind and Physically Handicapped offers statewide services.
- Promotes services to special population groups.
- Plans, funds, promotes statewide union database.
- Is responsible for overall policy for the Network.
- Prepares reports to constituents, federal government.
- Promotes, facilitates, undertakes training.

Who does it?

- Assistant State Superintendent for Libraries (State Libn).
- DLDS staff.
- State Department of Education.

For whom is it done?

- Residents of Maryland.
- Public libraries, school library media centers.
- Indirectly, through Network, the whole library community.

How is it done?

- State law, federal law.
- Planning.
- Funding: state (via Department of Education budget) and federal (LSCA).
- Spirit of cooperation among Maryland Libraries.

LSCA ADVISORY COMMITTEE

What does it do now?

It advises DLDS on LSCA issues, including
- helping to establish annual priorities for competitive grants.
- involvement in review of grant proposals in competitive cycle.
- involvement in evaluation/review of completed grants.
- reactor panel on legislative and operational issues.

Who does it?

The Committee comprises 19 people appointed by the State Librarian, including representatives from public, academic, and school libraries, as well as public library trustees. A wide geographic distribution is also a factor in appointing people. The chair is appointed by the State Librarian. Each representative serves a two-year term.

LSCA's legislation suggests that each state have an advisory committee.

For whom is it done?

The committee serves DLDS directly. Indirectly it affects libraries thorough the grant review process. Its work also supports the reporting to the U.S. Department of Education, which funds LSCA. Involvement on the Committee serves an educational function for each committee member.

How is it done?

The committee meets four times per year, usually at a library which is currently or recently involved in an LSCA grant.

DLDS's LSCA Coordinator serves as staff to the committee.

MARYLAND ADVISORY COUNCIL ON LIBRARIES

What does it do now?

The Advisory Council is responsible for gathering information on library needs and making recommendations to state officials on library programs, fiscal support and other relevant matters.

The council also appoints the members of the Network Coordinating Council.

Who does it?

The council is appointed by the Governor. There are 13 members, including a representative from the Maryland Higher Education Commission, a professional Maryland librarian, a representative from the Maryland Educational Media Organization (MEMO), the current President of the Maryland Library Association, one lay person and one library trustee, the Dean of the College of Library and Information Services (University of Maryland), and the President of the Board of Trustees of the Pratt Library. The Assistant State Superintendent for Libraries is the Secretary of the Council, and the Council's meetings are staffed by DLDS staff, who are ex officio participants.

For whom is it done?

The council speaks on behalf of all Maryland libraries, and ultimately their users.

How is it done?

The council schedules meetings four times per year at minimum. When possible, the meetings are centered around a library or region the council is learning more about. Frequently spokespersons for a type of library or a region will be invited to share their concerns and suggestions with the council.

The council issues an annual report of its work, which is disseminated to the library community.

Funds for council activities are included in the budget of the Division of Library Development and Services.

MARYLAND HIGHER EDUCATION COMMISSION

What does it do now?

MHEC has responsibility for the state's public academic institutions and their libraries. There are no special provisions about libraries in the state law that created MHEC, and currently no particular programs or efforts are undertaken on behalf of libraries by the commission. For example, MHEC does not cumulate statistical information about the academic libraries.

Who does it?

The commission is a state agency located in Annapolis.

One commission staff member is appointed to the Maryland Advisory Council on Libraries.

For whom is it done?

The commission works on behalf of Maryland's colleges and universities and the students, faculty and staff who are a part of them.

How is it done?

The commission's responsibilities are determined by state law, and currently no special provisions apply to libraries. The agency is funded by the state.

NETWORK COORDINATING COUNCIL

What does it do now?

The Coordinating Council is responsible for the tasks assigned to it in the strategic plan, Toward the Year 2000. It also:

- coordinates the roles and activities of the participants and the Network components of which they are a part.
- advocates and speaks for the Network.
- makes recommendations for development, growth, financing, implementing standards, and operation of the Network.
- reports at the end of each fiscal year to the Maryland Advisory Council on its activities and its plans for the future.

Who does it?

The Council's 14 voting members represent the following groups:

State Library Resource Center
Eastern Shore Regional Library
Southern Maryland Regional Library Association
Western Maryland Public Libraries
Cooperating Libraries of Central Maryland
University of Maryland System library directors
Maryland Independent College and Universities library directors
Maryland's community college library directors
Maryland's school library media supervisors
State institutions' libraries
Special Libraries Association, Baltimore Chapter
Citizens for Maryland Libraries
Trustees Division, Maryland Library Association
Maryland Advisory Council on Libraries

Ex-Officio members include:

Director, Enoch Pratt Free Library (voting)
State Librarian (DLDS) (voting)
SLRC's Chief, Network Services
Public Libraries Branch Chief (DLDS)

Staff: State Library Network Section Chief (DLDS)

Council members are appointed by the Maryland Advisory Council on Libraries for either one or two year terms. The chair is also appointed by MACL.

NETWORK COORDINATING COUNCIL, continued...

For whom is it done?

The council works on behalf of all participating libraries in the State Library Network and their users. It speaks on behalf of the Network to appropriate groups and agencies.

How is it done?

The council meets regularly to discuss Network issues, prepare recommendations on Network directions and development. It is considering ways to involve Network participants in its work.

OCLC'S REGIONAL NETWORKS (PALINET, CAPCON, PRLC, FEDLINK)

What do they do now?

- Broker OCLC database services, including cataloging, ILL, online searching.
- Provide training and gateway access to other online databases, via OCLC's online system.
- Offer more services than OCLC activities. Examples include computer software training, preservation workshops; brokering of commercial online databases like DIALOG and BRS; automation consulting; retrospective conversion; creation of union lists of serials for states.

Who does it?

Four OCLC networks serve Maryland: CAPCON, FEDLINK, PALINET and PRLC. Eighty Maryland libraries are OCLC members, including public, academic, special and/or federal, and school libraries. Using the EPIC system, any Maryland library can search the OCLC online database.

For whom is it done?

- The networks help their member libraries with training and support.
- OCLC-using libraries help their users.
- Maryland libraries of all kinds benefit from the resource sharing information available from the bibliographic records contributed to MICROCAT/ULPM by OCLC libraries.

How is it done?

Member libraries use the OCLC database online through dedicated or dial access computer terminals. Various component systems are available: ILL, cataloging, searching (also available via dial access as an online search service like DIALOG), and acquisitions.

Many libraries have put their cataloging records into machine-readable form (in retrospective conversion projects and in current cataloging) through OCLC. The records thus created can be used in local online systems, like circulation and online catalogs.

SLRC ADVISORY COMMITTEE

What does it do now?

It advises SLRC and DLDS on SLRC programs and policies. It approves the annual program and budget and recommends policies and procedures.

Who does it?

The committee is appointed by DLDS. It is composed of representatives of public, academic and special libraries, and the Regional Library Resource Centers.

SLRC is: MILO
Audio-Visual Department
Government Reference Service
Bibliographic Control Center
State Documents Publications and Depository Program
Pratt's subject departments

Funding is received from the State Department of Education via DLDS. DLDS has final approval over how funds are spent. The budget covers staff, materials, programs.

For whom is it done?

All Maryland libraries.

How is it done?

The committee meets quarterly. The Planning & Evaluation Committee meets as necessary to complete the Annual Evaluation and the Annual Program.

THINGS

This group includes locator tools, an online resource sharing system, and delivery systems that enable Maryland libraries to share information and materials.

DELIVERY SYSTEM

What does it do now?

The delivery system moves materials from library-to-library across the state.

Who does it?

There are several pieces to the delivery system. Pratt, the Eastern Shore Regional Library, Southern Maryland Regional Library Association, Western Maryland Public Library, Baltimore County Public Library, and the Montgomery County Department of Public Libraries each operate one of the links. Some systems own their vans and hire the drivers; others have contracts with local commercial firms. The University of Maryland libraries operate an intra-system delivery.

School systems interface with the delivery systems at the local public library.

Delivery is also made via the U.S. Mail, UPS, FAX and, in small part, electronically.

For whom is it done?

All 24 public library systems are served, as are 23 school systems. Many of the state's colleges and universities are served, and some private schools and special libraries.

A MILO directory lists how each Network participating library is linked to the Network for delivery purposes.

How is it done?

SLRC is the hub of the Network delivery system, since the various routes interface there. The delivery system operates daily. For libraries not on a delivery route, U.S. Mail and UPS are alternative methods.

FAX GROUP

What does it do now?

The FAX network expedites the sending of all kinds of printed information and requests from library to library. The FAX network is increasingly used in regular library business.

Who does it?

Any library that has a FAX machine and agrees to abide by the protocols is a part of the FAX network and is listed in the directory issued by SLRC.

For whom is it done?

Libraries and their users benefit.

How is it done?

Three years ago the State Library Resource Center placed 15 FAX machines in libraries that are heavy borrowers or lenders in the Network. Through the government contract negotiated by SLRC, many other libraries were able to purchase FAX machines at a good price. Libraries arrange for a dedicated telephone line as a part of the installation.

SLRC maintains and regularly issues a directory of the FAX telephone numbers, contact persons and other useful information about libraries participating in this network.

SLRC facilitated the creation of a FAX policy that governs how libraries respond to FAX requests. It has been in effect about a year.

MICROCAT/ULPM

What does it do now?

- This statewide union database provides access to the bibliographic (cataloging) records and library holdings of 100 contributing Maryland libraries. It has two parts:
  - MICROCAT (started in 1975) has books and other non-serial records.
  - ULPM (Union List of Periodicals in Maryland, started in 1976) has only serial records.
- All of MICROCAT (Newcat + Oldcat) and ULPM are issued annually on CD-ROM. Newcat and ULPM are also issued annually on microfiche.
- Special software available with the CD-ROM enables libraries to search the holdings of up to five groups of libraries (a.k.a. scoping). Another software program creates ILL forms out of records found in the database.
- MICROCAT/ULPM is primarily a resource sharing locator tool; its primary function is not as a cataloging tool. It is used to verify bibliographic information.
- Some libraries use it on CD-ROM as a catalog of their holdings.

Who does it?

- DLDS manages the funding, makes final decisions about the database, and negotiates with the vendor.
- SLRC's Bibliographic Control Center manages the database online in MILNET and handles much of the training to enable users to make the most of the catalog.
- The regional libraries train their constituents to use the catalog.
- Baltimore County Public Library manages the grant money going to the vendor and handles the sales and billing for MICROCAT/ULPM.
- Libraries train their staff.
- Library users use it in the library.
- Libraries contribute their machine-readable cataloging records and maintain them. They have an obligation to be lenders without charge to Network participants.
- Auto-Graphics is the vendor.

For whom is it done?

- All contributing libraries, Network-participating libraries, library users.
- Out-of-state libraries that purchase the catalogs

MICROCAT/ULPM, continued...

How is it done?

- Bibliographic Control Center (SLRC) does all the work with libraries and the vendor.
- Libraries contribute their records in machine-readable form and provide updating information.
- Auto-Graphics maintains the database online in MILNET and produces the CD-ROM and microfiche editions.
- MICROCAT/ULPM editions are issued once a year.
- Libraries purchase the catalog at cost and use it.

MILNET

What does it do now?

- Electronic interlibrary loan system connecting 13 Maryland libraries. The libraries make ILL requests or respond to requests from other libraries on the system.
- MICROCAT/ULPM, the statewide union catalog, resides online in MILNET. The catalog records and location holdings information for 100 Maryland libraries are included.
- Electronic mail system is used by the MILNET participants.
- For extra charge, libraries can use MILNET as a source database for cataloging information for their current or retrospective cataloging.
- Provides comprehensive statistics on system use.
- Serves as backup catalog for MILNET sites.

Who does it?

- There are 12 dedicated and one dial access users:
  Anne Arundel County Public Library
  Baltimore County Public Library
  Charles County Community College (dial access)
  Eastern Shore Regional Library
  Harford County Public Library
  Howard County Public Library
  Montgomery County Department of Public Libraraies
  Prince George's County Public Library
  Southern Maryland Regional Library Association
  State Library Resource Center (Enoch Pratt)
  Towson State University
  University of Maryland, College Park
  Western Maryland Public Libraries
- SLRC manages MILNET and does the training
- Funding comes from DLDS's LSCA Title III funds
- Auto-Graphics maintains the system online

For whom is it done?

- The MILNET libraries (and their users) have electronic ILL capability.
- The Regional Libraries and SLRC broker requests for non-MILNET libraries
- All Maryland libraries benefit from the maintenance of MICROCAT/ULPM online and the products that are produced from it.

MILNET, continued...

How is it done?

- MILNET sites use microcomputer terminals to access the system, which is located in Pomona, California.
- The software and hardware are produced and sold by Auto-Graphics, the vendor.
- SLRC provides training.
- SLRC holds MILNET users meetings to provide information and enable users to share suggestions, concerns.

"GLUE"

Resource sharing in its broadest sense is facilitated by the people, agencies, groups and activities described as "glue." They are essential to the day-to-day work of the State Library Network.

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COOPERATING LIBRARIES OF CENTRAL MARYLAND

What does it do now?

- Facilitates cooperation among libraries in the 10 metropolitan counties in Maryland (those not served by Regional Library Resource Centers).
- Sponsors training:
  - Library Associate Training Program (LATP)
  - Workshops on specific subjects
- Facilitates discussion groups, colloquia with speakers, forums.
- Serves as a communication forum.

Who does it?

The CLCM Coordinator and her secretary are the staff for the organization. Anne Arundel County Public Library receives the grant funds. The state funds the primary costs of the organization. The public library systems served by CLCM contribute to the annual budget.

For whom is it done?

All libraries in the 10 counties are eligible to participate in CLCM activities and services. Here are the 10 counties:

Anne Arundel	Cecil	Montgomery
Baltimore City	Frederick	Prince George's
Baltimore County	Harford	
Carroll	Howard	

How is it done?

- Funding comes from the state, with additional funds from the public libraries in the service area. LSCA funds cover the cost of LATP and some continuing education activities.
- Discussion groups based on common interests meet regularly under its auspices.
- Oversees the LATP.
- Sponsors training programs.
- Through its programs and participation in library activities, it promotes informal networking.
- Issues a newsletter regularly.

FEDERAL FUNDING

What does it do now?

- DLDS administers LSCA Titles I and III.
- Title III funds are used for:
  - MICROCAT/ULPM, online database storage, processing and production costs.
  - MILNET user fees for 13 sites, plus telecommunications and hardware maintenance for four sites.
  - OCLC bibliographic records for Maryland libraries, to load into MICROCAT/ULPM.
  - Reimbursement to several academic libraries for their backup referral lending.
  - Sometimes supports delivery system components.
- Title I funds are used for:
  - Some collection development for regional library resource centers.
  - Some delivery system components.

Who does it?

DLDS administers the program; public and academic libraries do the projects.

For whom is it done?

For all Maryland libraries and their users.

How is it done?

Federal fund grants for the Network are non-competitive. Many projects are ongoing.

HORIZONTAL NETWORKS

What do they do now?

Horizontal networks are arrangements among types of libraries or libraries that are geographically related, enabling them to do interlibrary loan and other forms of resource sharing. The arrangements can be either formal (an association with specific policies and protocols) or informal.

Who does it?

- Maryland Association of Health Sciences Librarians (MAHSL) facilitates lending among health sciences libraries, primarily hospitals.
- INBC, an network of libraries in Baltimore and Carroll Counties
- Council of Governments (COG) facilitates resource sharing among libraries in Prince George's, Montgomery, the District and Northern Virginia.
- University of Maryland System includes the original UM campuses plus Coppin, Salisbury, Frostburg, Towson, Bowie, and the University of Baltimore. They are in the process of linking the UM System campus libraries within a common online system.
- Other groups that network according to their needs

For whom is it done?

These networks serve the needs of the users of the libraries involved.

How is it done?

- Through formal and informal agreements on resource sharing.
- Using a variety of communication means, including telephone, mail, FAX, delivery systems, electronic mail, shared library automation systems.

INFORMAL NETWORKING AMONG LIBRARIES

What does it do now?

1. Enhances cooperation among libraries
2. Provides information
3. Provides informal consulting and educational contacts among libraries and staff

Who does it?

1. Librarians
2. Library staff members at all levels
3. The public
4. Friends of libraries

For whom is it done?

Those who do it (see above)

How is it done?

Informally, anywhere, in person, by phone, fax and electronically. Considerable networking also occurs through associations like RUMP, CLOM, BARLIE, MAILL and similar groups.

LIBRARY ASSOCIATIONS

What do they do now?

- Training.
- Audience/forum for discussion of issues.
- Information/education.
- Networking of people.
- Lobbying legislature, state and federal.
- Access at different levels: local, regional, national.

Who does it?

Individuals do it by joining associations; some institutions also join.

Membership in CALD, MAPLA, and RUMP is by virtue of being a library director in an academic library, public library, or metropolitan public library respectively.

How is it done?

- Annual conferences.
- Workshops.
- Publications.
- Organizational structures.

CALD and SLA have representatives on the Network Coordinating Council.

LIBRARY STAFF

What do they do now?

- The librarian or staff member at the public service desk is the point of contact with the State Library Network since she/he helps the user by identifying and locating items not held or available at the library and initiates interlibrary loan transactions.
- The interlibrary loan staff person manages the loan process.
- Library administrators decide the extent to which their libraries are involved in interlibrary loan, including staff and material resources available, and who among the users is eligible to use the service.

Who does it?

- Librarians, library associates, clerical and professional staff in libraries.

How is it done?

- Staff at the public service desk (such as the reference desk or circulation desk) identify what a user needs and uses MICROCAT/ULPM to identify the libraries that own it. They initiatae the ILL transaction by filling out a form or creating a request from MICROCAT/ULPM.
- ILL staff, often working behind the scenes, complete the ILL request by sending to an owning library. The transaction can be done by telephone, mail, FAX, in person, electronically via MILNET, OCLC, and other systems. This staff also completes the transaction by returning borrowed materials when the user is done.

For whom is it done?

Library users.

RECIPROCAL BORROWING

What does it do now?

Residents of Maryland can use any public library in the state on the same basis as they use their home county's library system.

There are similar formal and informal arrangements among some of the academic libraries.

Who does it?

Public libraries and some academic libraries.

For whom is it done?

Residents of Maryland.

How is it done?

The public library systems have a well-established reciprocal borrowing agreement. A resident of County A can be registered in County B and use that county's collections and services. No charges are levied for out-of-county users. Frequently libraries cross-register people, using the home county's borrower's card, including its barcode if they are automated.

Among the academic librarians, a variety of arrangements, both formal and informal, exist. Students/faculty of UM System libraries can register and borrow from each campus library. There are agreements among the private colleges. Many community college libraries open their doors to county residents.

SPIRIT OF COOPERATION

What does it do now?

Most Maryland libraries operate on an assumption that sharing their resources is an important function that enables people to get needed materials. It enables resource sharing activities to go on without having to prove that any individual participant wins or loses in the activities. It is a willingness and, in many libraries, a practice to be accommodating to other libraries in the interest of the users.

Who does it?

Most Maryland libraries. The extent of cooperation is frequently related to their available resources (staff, materials, etc.)

For whom is it done?

For all participants in the Network.

How is it done?

Cooperation is generally informal, library-to-library. Some groups that promote it are MAPLA (Maryland Association of Public Library Administrators), RUMP (the metropolitan public library administrators), the Congress of Academic Library Directors, and the Maryland Library Association.

The reciprocal borrowing agreement among the state's public library systems is a good example. There are numerous other examples in borrowing arrangements among academic libraries, sharing of trainers, etc.

STATE FUNDING

What does it do now?

These non-mandated funds are the primary funding source for:

- State Library Resource Center
- Regional Library Resource Centers
- State Document Depository program
- Cooperating Libraries of Central Maryland

They also pay reimbursement for interlibrary lending to the University of Maryland, College Park

Who does it?

- State legislature passes budget
- Funds are dispersed through DLDS via the Maryland State Department of Education

For whom is it done?

Participating libraries in the Network and their users.

How is it done?

It is managed through the state budget process, with these funds included in the Maryland State Dept. of Education budget. The funds are subject to the state political process.

TELECOMMUNICATIONS

What does it do now?

Telecommunications enables libraries to use the telephone to support many of their activities. Long distance telephone calls are used to do online searching of commercial and other kinds of databases; to FAX requests beyond the local calling area; to utilize systems like MILNET and OCLC for electronic resource sharing; and to facilitate numerous formal and resource sharing activities.

Currently there is no telecommunication backbone in Maryland that links all Maryland libraries through a less expensive, more reliable system than is available currently through the regular commercial telephone systems.

Who does it?

The who's include C&P, AT&T, MCI, Sprint, Telenet. The University of Maryland System is connected through leased lines through Maryland and to other universities throughout the country via INTERNET, a nationwide telecommunications backbone. Maryland's Department of General Services continues to expand this state-funded backbone through the state.

For whom is it done?

Libraries use telephone capabilities to enable them to serve their users.

How is it done?

Libraries choose telephone services according to their needs. All libraries will use the local phone company and the long distance carrier of choice (ATT, Sprint, MCI). Libraries doing online searching will frequently use a system like TELENET. SLRC and two of the RLRC's (Western Maryland and Eastern Shore) have toll free numbers available for libraries. Pratt's new Night Owl service will have a toll free number for users all over the state.

TRAINING

What does it do now?

Training is provided to improve the resource sharing capabilities of the staff of Maryland libraries. The extent and kind of training depend on the subject. In general training in the Network covers creating and managing interlibrary loan requests, use of MICROCAT/ULPM in its various forms, use of MILNET, and similar skills.

More specialized training is done by SLRC and the Regional Library Resource Centers. Various libraries do their own in-house training.

Who does it?

- State Library Resource Center staff
- Regional Library Resource Centers
- Local libraries
- Division of Library Development and Services
- Auto-Graphics
- CLCM
- Independent contractors
- Regional OCLC Networks

For whom is it done?

Library staff involved in:
- Interlibrary loan
- Public services
- Technical services

Training enables libraries to make better use of the Network on behalf of their users.

How is it done?

- Formal training is offered by SLRC and the RLRCs. These sessions are publicized in advance. The sessions are open to all interested staff, usually without charge.
- Informal training, such as the "First Tuesday MICROCAT/ULPM" sessions offered by SLRC, is available.
- Auto-Graphics works with SLRC and the Regional Libraries in preparing and presenting training sessions.
- DLDS conducts some workshops, participates in others.
- Training is usually initiated in anticipation of new products or services, or in response to recommendations.

VENDORS

Vendors supply databases and database products that enable libraries to identify and locate needed materials and information.

AUTO-GRAPHICS

What does it do now?

- Maintains statewide union database (MICROCAT/ULPM) online and creates products from it (fiche, CD).
- MILNET: electronic linkage for resource-sharing.
- Software product development:
  - computer software
  - microfiche
  - CD-ROM
- Support for hardware and software.
- Training.

Who does it?

This is a private, for-profit company. The Bibliographic Control Center (SLRC), DLDS and Baltimore County Public Library each work with it as a part of MICROCAT/ULPM and MILNET.

For whom is it done?

All Maryland libraries that subscribe to the statewide union database products produced through Auto-Graphics. Individual libraries through brokers, like SLRC. Maryland residents through their libraries.

How is it done?

- Baltimore County Public Library handles the contract with Auto-Graphics.
- Funding comes from LSCA Title III and charges to users for products.
- Technical support:
  - Bibliographic Control Center at Pratt handles database maintenance
  - DLDS handles negotiations with Auto-Graphics, does the LSCA Title III funding work
- Training:
  - Auto-Graphics does microcomputer basics
  - Bibliographic Control Center, SLRC and the Regional Libraries do MICROCAT training; BCC + MILO train in MILNET
- DLDS does basic MARC training.

COMMERCIAL ONLINE DATABASES

What do they do now?

Provide access to electronically stored bibliographic data and full text information by online searching.

Who does it?

Private, for-profit companies (e.g., DIALOG, BRS) offer the service. Most academic libraries and many of the public library systems now offer online searching. School libraries are introducing it, and most special libraries use it.

For whom is it done?

Libraries, on behalf of their customers, do online searching. They pay for passwords and connect time, and frequently have to pay for necessary training. Some libraries pass through the search costs to their users, with varying scales depending on whether or not searching is subsidized.

How is it done?

Librarians make a telephone call through their terminal/modem to connect with the online database, then search the file for the needed information.

OCLC

What does it do now?

- Collects and makes available online bibliographic and holdings data for 3000+ libraries worldwide. Ninety-four Maryland libraries are OCLC members.
- Sells library products and services:
  - Retrospective conversion of cataloging records
  - Gateway access to commercial online databases
  - CD-ROM reference and other database services
  - Serials control subsystem
  - Acquisitions subsystem
- Operates electronic interlibrary loan over the online system.
- Provides documentation and training for users.
- Products and services brokered through 30 regional networks in USA; four networks serve Maryland.
- Provides statistics on library activities on system.

Who does it?

- Ninety-four Maryland libraries use OCLC.
- Four networks provide services in Maryland: CAPCON, PRLC, PALINET, FEDLINK.

For whom is it done?

- Member libraries and their users .

How is it done?

- Through dedicated long distance telephone lines or via dial access.
- Training is offered by the regional networks. OCLC produces and disseminates documentation about the system.
- Governance includes the OCLC Users Council (representatives from each regional network) and OCLC Board of Trustees.
- A variety of software and hardware capabilities are available to users.